STATE OF COLORADO

DEBT NET

GENERAL SUPPORT SERVICES

Central Collections Services

DIVISION OF CENTRAL SERVICES

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<u>SPECIAL THANKS...</u> To everyone who attended our (my) first general informational seminar. We got some wonderful feedback on how we can improve our service. Here is a sampling of what people said...













REPORT YOUR NSF CHECKS SOONER!!! When someone makes a payment to us with a bad check, we don't know its bad, so we cash it and send you a check for your share. Then, the bank returns the check to us, so now we have to back out the money we sent you. This takes MONTHS. He'll pay us in January, we'll report it in February, the check goes bad so we have to back out the charges in March, so now its April 15th and you no longer have the money you thought you had. At one time we would set up a separate account for the bad check and use our funds to make our clients whole, BUT, we found out that statute will not allow us to create receivables for ourselves. That is why we do what we do, because we have to. (Doo Bee Doo Bee Doo: Bing Crosby)











INCREASE THE ACCURACY OF YOUR REPORTS!!! Reporting was a major sore point with many of our clients. Whether the reports never came, or went to the wrong person, or the data was incorrect, or, whatever. First of all, thank you for looking over your reports and reporting the errors to us. We will make every attempt to correct any discrepancies, though any corrections will not show up until you receive your next report. Reporting is flexible. We can generally produce the report you want with the data you need. Let us know how we can serve you better.







EXPLAIN CCS'S WRITE OFF PROCEDURE!!! Okay, here we go. When we have exhausted all efforts trying to collect a debt, we recommend the agency write it off of their books. With agency's and State Controllers' approval, the account will take on a WRO status in our system. This account will show up the next month on both your open accounts report and closed account report with a WRO status. The next month, the same account will only show up on your closed accounts report with the WRO status. At the end of each fiscal year the WRO accounts will fall off of your reports until they are resurrected by payment from tax offset or some collector picks it up and the debtor decides to pay. This is why we will occasionally (???) ask for back up docs on accounts that have been written off by your agency a long time ago. The State Controller 's office is currently reevaluating the Write-Off procedures, so keep an eye out for updates in DebtNet or the Controllers' ALERT.









WHY DOES IT TAKE SO LONG FOR ACCOUNTS TO SHOW UP IN YOUR SYSTEM??? Well, we recently noticed an error in the mini-miranda printed on the letters we send out automatically. Both Federal and Colorado law require that no more letters be sent until we get it fixed. Since the computer automatically sends out a letter, we have been unable to load new accounts until we get the new forms. The new forms are being printed now, so new assignments should be loaded any day now. Also, approximately 30% of our accounts are loaded by the Pueblo Data Center. Their turn around time is about three weeks. Accounts sent to us electronically are entered weekly. Accounts sent to us that are not on the New Account Worksheet can be delayed even longer. Have your IT person contact Penny Adkins at 303-866-6546 to see if your agency can submit new accounts electronically.









WHY CAN'T I GET THROUGH WHEN I CALL??? Well..., back in October we spent big money on a new phone system. We got all the bells and whistles. We set up a "Hunt Group" so that calls would go from phone to phone and clients would always get a human on the other end. It didn't work as well as we had hoped. In fact, we are STILL working on it. Please be patient with us and let us know about any communication problems. Many of these problems were news to us. So, call me (if you can!!), e-mail me, send smoke signals, or use the Marconi Electrotelegraph Device. We will respond, I promise!